

Frequently Asked Questions

Q: What is a Community Choice Aggregation Program (CCA)?

A: Local municipalities utilize aggregation programs to bring the community together for improved group purchasing power. The program allows for municipalities to leverage their group buying power to procure energy that replaces the utility as the default supplier of electricity. In this case, a number of municipalities have joined together to even further increase their buying power.

Q: How is my community able to choose an electric supplier on my behalf?

A: The New York State Public Service Commission Order on Community Choice Aggregation sets forth the requirements, terms, and conditions under which CCA programs can proceed through implementation. Your community has spent over a year exploring CCA including engaging and educating residents and passing the necessary legislation needed to implement the program.

Q: What happens to my existing utility?

A: Your existing utility, NYSEG, will continue to deliver reliable power, maintain power lines, and respond to service outages. They will continue to send you one monthly bill. They will still provide the same customer service to all residents regardless of whether they are part of the program. There will be no interruption in your electricity service. Power outages will still be reported to NYSEG.

Q: Who is eligible for the aggregation program?

A: Most residential and small businesses (usually less than 2,000kWh/month) residing within the community and receiving electric supply from NYSEG are eligible. Customers excluded from automatically participating in the program include, but are not limited to, customers who get their supply from a company other than NYSEG, customers on a day-night rate or time-of-use rate, and customers who are accessing assistance programs (e.g. HEAP). If you are currently being served by a supplier other than NYSEG and wish to join the program, please check with your current supplier to verify if any termination fees apply before calling Constellation to enroll.

Q: How do I enroll?

A: Eligible residential and small commercial customers that currently receive electric supply from NYSEG are automatically enrolled unless they have opted out. There is no cost to enroll or transfer to the program.

Q: What happens if I want to leave the program early?

A: You may exit the program at any time without penalty or fee by calling Constellation at (833) 866-9637. Your account will be transferred back to the utility in 1-2 bill cycles.

Q: I am on budget billing, will that continue?

A: Budget billing will still be available in the program. A new budget must be calculated. 1-2 bill cycles after your account is enrolled, **please call Constellation at (833) 866-9637 to request budget billing.** Your new budget bill amount will be calculated based on your historical usage and applied to the supply portion of your bill.

Q: How much will I save?

A: Even though Community Choice Aggregation programs are well positioned to achieve lower, prices for participating consumers, savings are not guaranteed. This program was designed so the fixed rate selected was below the 'Price to Beat' which is the average projected NYSEG price based on actual historical utility prices from February 2018 through January 2019. Your rate will remain fixed throughout the entire program, from July 2019 through June 2021.

Q: What is the 100% Renewable Energy Product?

A: The Green Power Option is the default option that your community chose and is a New York Environmental Disclosure Program 100% Hydro Power product. You may choose to opt into the traditional grid mix option which is 5.092 cents per KWH by calling Constellation at (833) 866-9637 at any time. The rate change will take effect in 1-2 billing cycles.

Q: Who is the administrator for the CCA?

A: The Municipal Electric and Gas Alliance (MEGA) is the CCA administrator, and is authorized to bid the total amount of electricity being purchased by participating consumers. MEGA is an aggregator of electricity, natural gas and renewable power. MEGA's primary objective is to achieve the most competitive prices for its members in order to minimize the cost of energy. It serves more than 35 counties and over 290 municipalities, school districts, other public agencies, plus business and higher education accounts.

Q: Are there other communities participating in this CCA?

A: Yes, your community and 20 others in your region are participating in this CCA program. They are listed below.

City of Elmira	City of Hornell
Town of Augusta	Village of Delhi
Town of Burdett	Village of Elmira Heights
	Village of Horseheads
Town of Canisteo	Village of Montour Falls
Town of Dickinson	Village of Naples
Town of Horseheads	Village of Newark Valley
Town of Lebanon	Village of Oriskany Falls
Town of Nelson	Village of Owego
Town of Oneonta	Village of Spencer
Town of Owego	
Town of Union	